

Departmental Quarterly Performance Report

Department Name: Park and Recreation

Reporting Period: FY 04-05 Second Quarter

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MAJOR PERFORMANCE INITIATVES



Continue facility renovations in accordance with the Department's Capital Improvement Program (CIP) with available capital funding sources.

Number of Facility Renovations

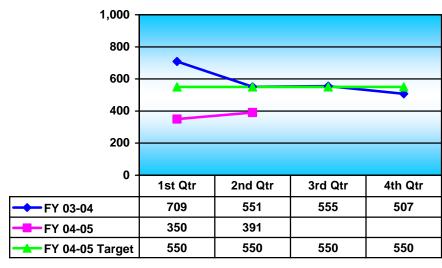


Check all that apply

Facility Maintenance

Continue developing schedules of programmed and lifecycle maintenance programs (as funding permits). Continue handling facility maintenance in three levels (1) Routine and Emergency Repairs, (2) Programmed Maintenance and (3) Lifecycle Maintenance. Reduce the number of routine and emergency repair work orders.

Number of routine and emergency maintenance repair work orders

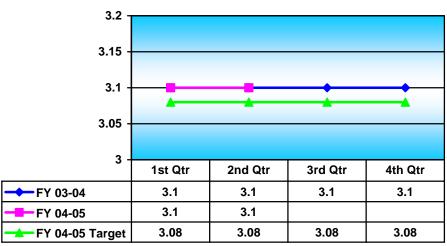


Goal RC1-1

✓ Strategic Plan
✓ Business Plan
✓ Budgeted Priorities
✓ Customer Service
✓ ECC Project #623
— Workforce Dev.
— Audit Response
— Other- Form 2,
Facility Maintenance

Continue conducting semi-annual grounds maintenance and custodial inspections at selected parks and facilities. Increase the number of parks and facilities inspected and improve the aggregate average score in facility inspections.





Goal RC1-1 **Ø** Strategic Plan **Business** Plan **☑** Budgeted Priorities **☐** Customer Service __ECC Project __Workforce Dev. __ Audit Response

__ Other- Form 2 **Grounds Maintenance**

(scale of 1 to 5; 1 = best and 5= worst)

Provide safety-training sessions to reduce the number of safety injuries.

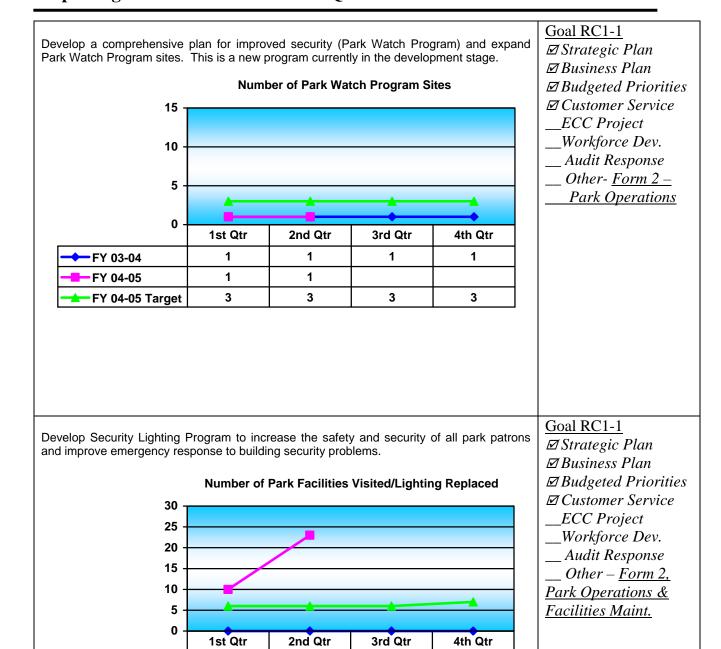
60 50 40 30 20 1st Qtr 2nd Qtr 3rd Qtr 4th Qtr 47 35 42 46 FY 03-04 44 FY 04-05 27 41 42 42 FY 04-05 Target 42

Number of Safety Injuries

Goal RC1-1

 ■ Strategic Plan
 Ø Business Plan **■** Budgeted Priorities **☐** Customer Service __ECC Project __ Workforce Dev. __ Audit Response __ *Other-Form 2*,

Administration



Revised: 05/05/05

FY 03-04

FY 04-05

FY 04-05 Target

0

10

6

0

23

6

0

6

0

7

Expand existing Irrigation Program to improve response to emergency irrigation problems and to enable maintenance and repairs of existing irrigation systems. Number of Park Facilities Where Maintenance of Irrigation Systems was Performed 30 25 20 15 10 5 1st Qtr 2nd Qtr 3rd Qtr 4th Qtr 11 11 11 12 FY 03-04 10 32 FY 04-05 12 12 13 FY 04-05 Target 13

Goal RC1-1

✓ Strategic Plan

✓ Business Plan

✓ Budgeted Priorities

✓ Customer Service

_ECC Project

_Workforce Dev.

_Audit Response

_ Other- Form 2,
Facility Maintenance

New Parks Acquired (acres) 15 10 5 0 2nd Qtr 3rd Qtr 4th Qtr 1st Qtr 0 0 0 6.6 FY 03-04 FY 04-05 0 0 2 2 3 FY 04-05 Target 3

Goal RC1-2

☑ Strategic Plan

☑ Business Plan

☑ Budgeted Priorities

☑ Customer Service

_ECC Project

_Workforce Dev.

_Audit Response

_Other-Form 2,

Planning & Dev.

Goal RC1-2 Provide additional open space through land acquistion, joint-use property agreements and ✓ Strategic Plan the approval of general park plans. **Ø** Business Plan Number of Joint-Use Property Agreements With Dade County Public Schools **☑** Budgeted Priorities **☐** Customer Service __ECC Project __Workforce Dev. 6 __Audit Response __Other-Form 2, 3 Planning & Dev. 0 1st Qtr 2nd Qtr 3rd Qtr 4th Qtr 1 1 1 1 FY 03-04 2 2 FY 04-05 1 1 FY 04-05 Target 1 2 Goal RC1-2 Provide additional open space through land acquistion, joint-use property agreements and **■** Strategic Plan the approval of general park plans. **Ø** Business Plan Number of General Park Plan Approvals/Updates **☑** Budgeted Priorities ☑ Customer Service 9 __ECC Project __Workforce Dev. __Audit Response 6 __Other-<u>Form 2,</u> Planning & Dev. 3 1st Qtr 3rd Qtr 2nd Qtr 4th Qtr 0 4 1 5 FY 03-04 3 1 FY 04-05

Revised: 05/05/05

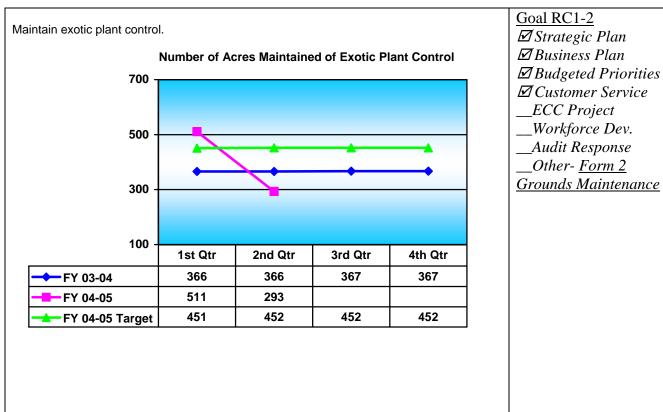
FY 04-05 Target

2

2

3

3



Develop an implementation schedule to negotiate and execute Programming Partnership Agreements.

Number of Programming Partnership Agreements

10 8 6 4 2 1st Qtr 2nd Qtr 4th Qtr 3rd Qtr 0 0 1 3 FY 03-04 1 1 FY 04-05

8

8

8

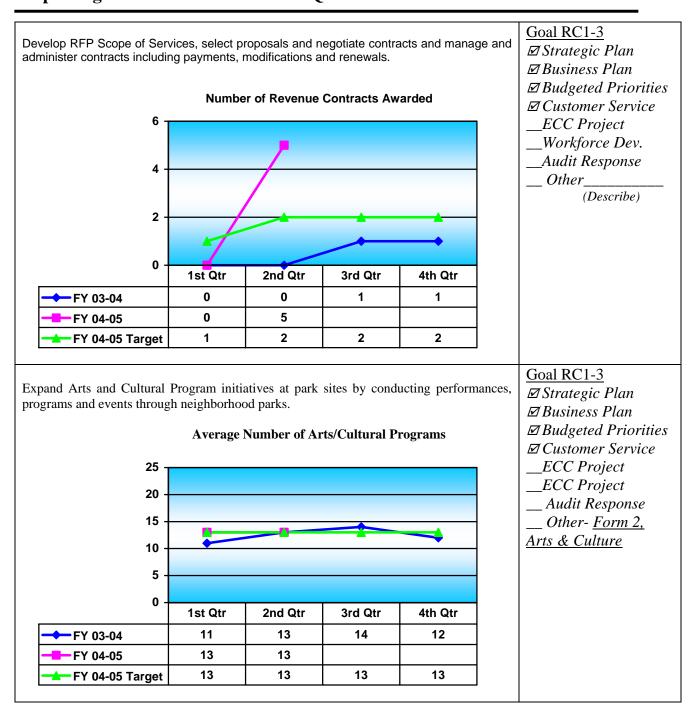
Goal RC1-3

 ■ Strategic Plan
 Ø Business Plan **☑** Budgeted Priorities **☐** Customer Service ECC Project __Workforce Dev. __Audit Response

__ Other-<u>Form 2,</u> Administration

Revised: 05/05/05

FY 04-05 Target



Meet the minimum guarantee as required by the Memorandum of Understanding for all Marinas. In FY 2003-04, the marinas met the required minimum guarantee (\$2.2 million) and realized additional revenues of \$1,041,831. Marina Usage Rates (% Utilization) 200% 150%

100% 50% 0% 1st Qtr 2nd Qtr 3rd Qtr 4th Qtr 1.03 1.05 1.05 1.02 FY 03-04 FY 04-05 1.04 1.05 1.05 1.05 1.05 1.05

Goal RC1-3

☑ Strategic Plan **Ø** Business Plan **☑** Budgeted Priorities **☐** Customer Service __ECC Project __ECC Project __ Audit Response

__ Other-Form 2, Marinas

Manage and maximize golf course revenues. In FY 2003-04, golf courses continued to experience lower than projected revenues. Revenue loss is attributable to a decrease in the number of rounds that is consistent with the nation-wide trend. In addition, delays in opening the Country Club of Miami (CCM) also contributed to the lower revenues. The East Course of CCM opened 11/15/03 and the West Course opened in mid January 2004 for weekend use only. The West Course became fully operational effective May 30, 2004.

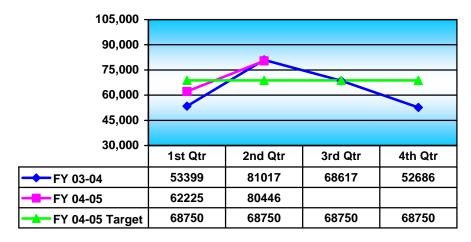
Goal RC1-3

 ■ Strategic Plan **Ø** Business Plan **☑** Budgeted Priorities **☐** Customer Service __ECC Project ECC Project

__ Audit Response __ Other- <u>Form 2,</u> Golf

Golf Usage Rates (Rounds)

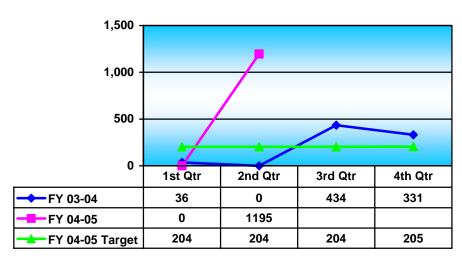
FY 04-05 Target



^{*} Starting in the first quarter of FY 04, revenue and rounds for CCM are included.

Increase the number of employees trained in customer service by providing quarterly training and development schedules to all staff, developing new training sessions and providing accessible training sessions in field locations.

Number of Employees Trained In Customer Service



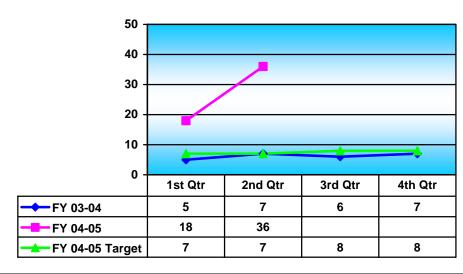
^{*} During the 2nd quarter, the Department's Training Section was in the process of redeveloping training techniques to adhere to the County's mission on providing "Service Excellence". The 3rd quarter reflects the beginning of that training.

Goal RC1-4

✓ Strategic Plan
✓ Business Plan
✓ Budgeted Priorities
✓ Customer Service
__ECC Project
✓ Workforce Dev.
__Audit Response
__Other-Form 2,
Administration

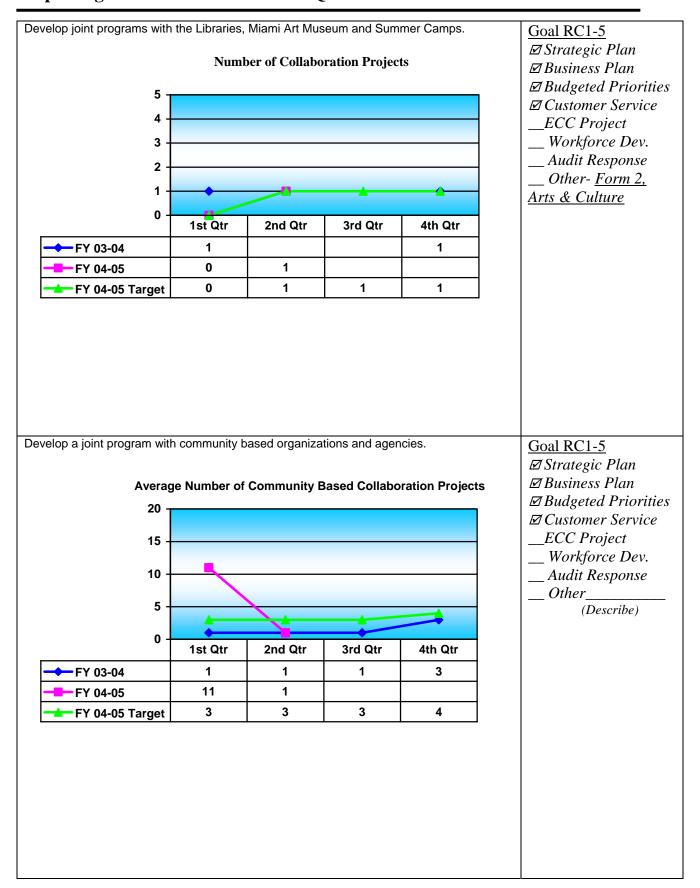
Provide quality customer service in responding to constituent inquiries.

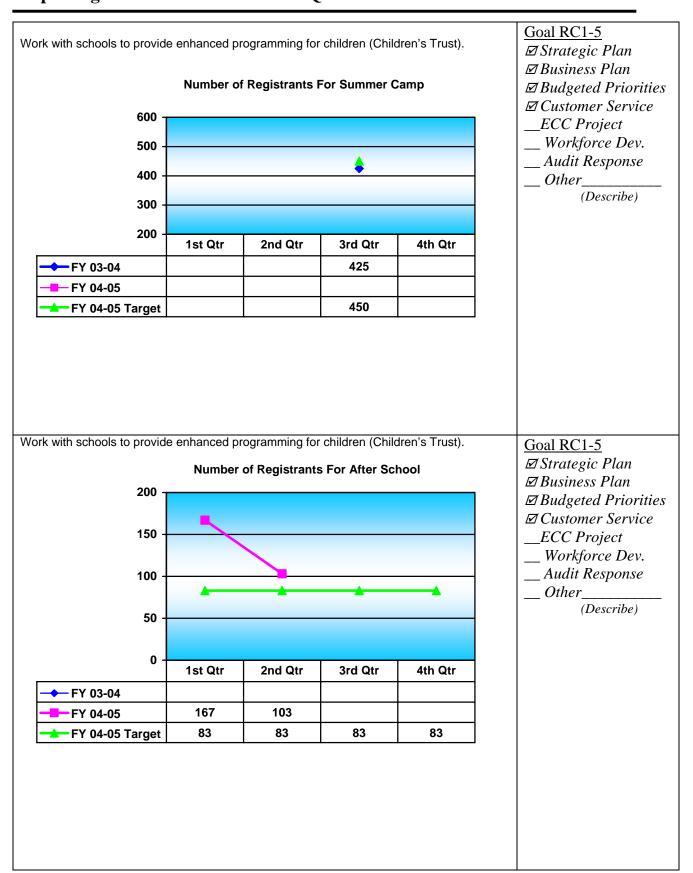
Number of Responses to Constituent Inquiries

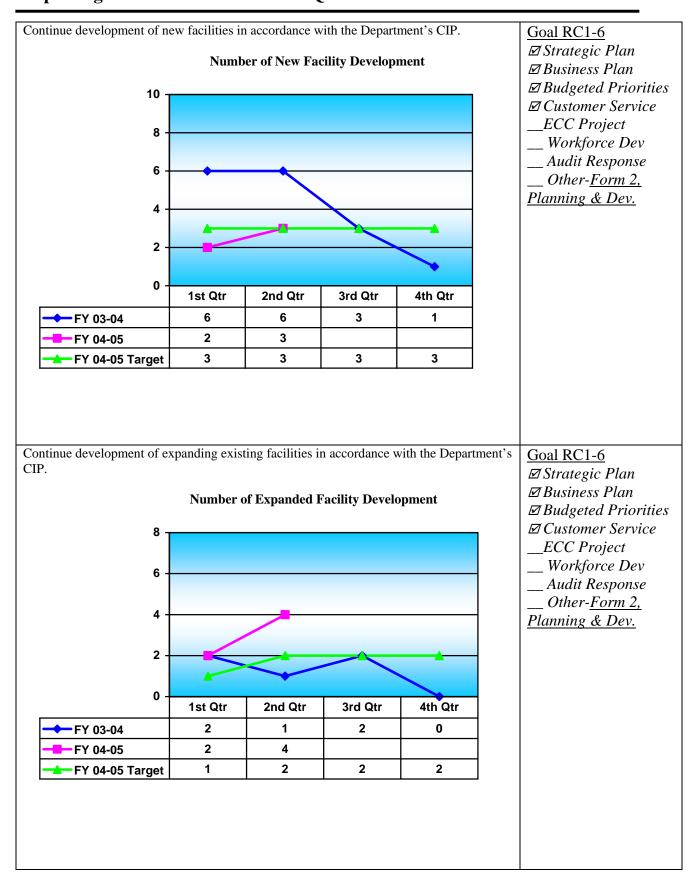


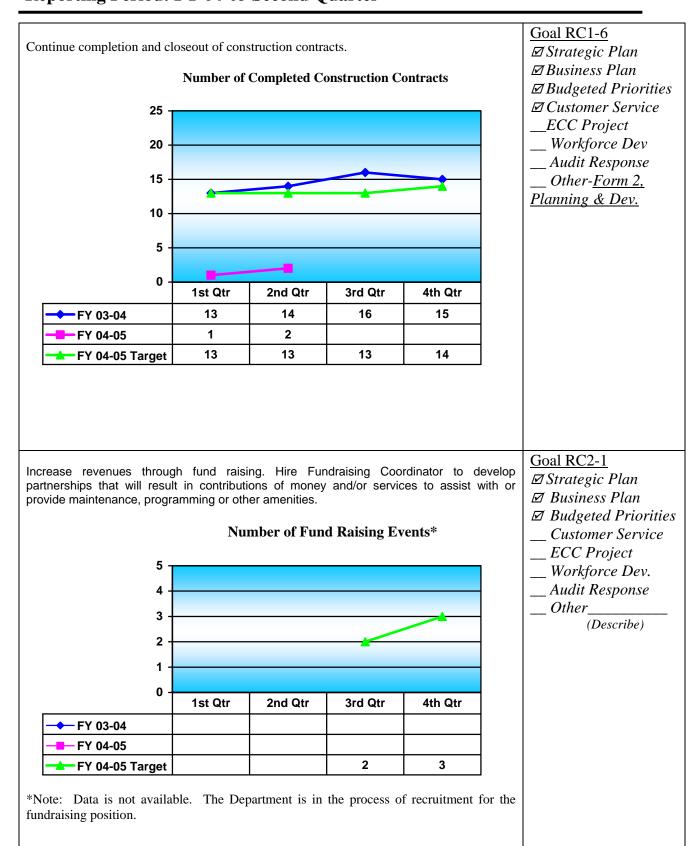
Goal RC1-4

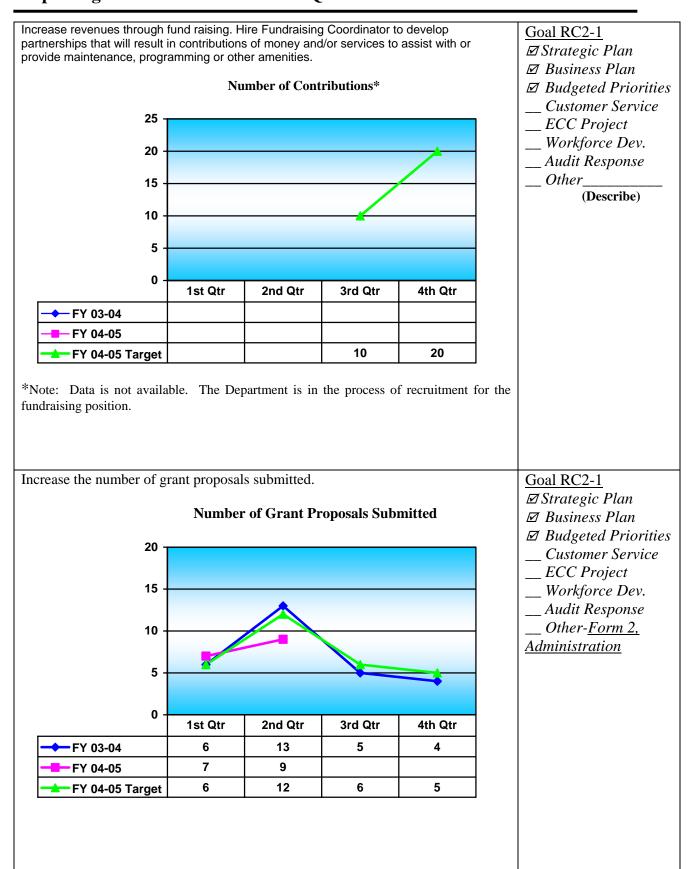
✓ Strategic Plan
✓ Business Plan
✓ Budgeted Priorities
✓ Customer Service
__ECC Project
✓ Workforce Dev.
__Audit Response
__Other-Form 2,
Planning & Dev.

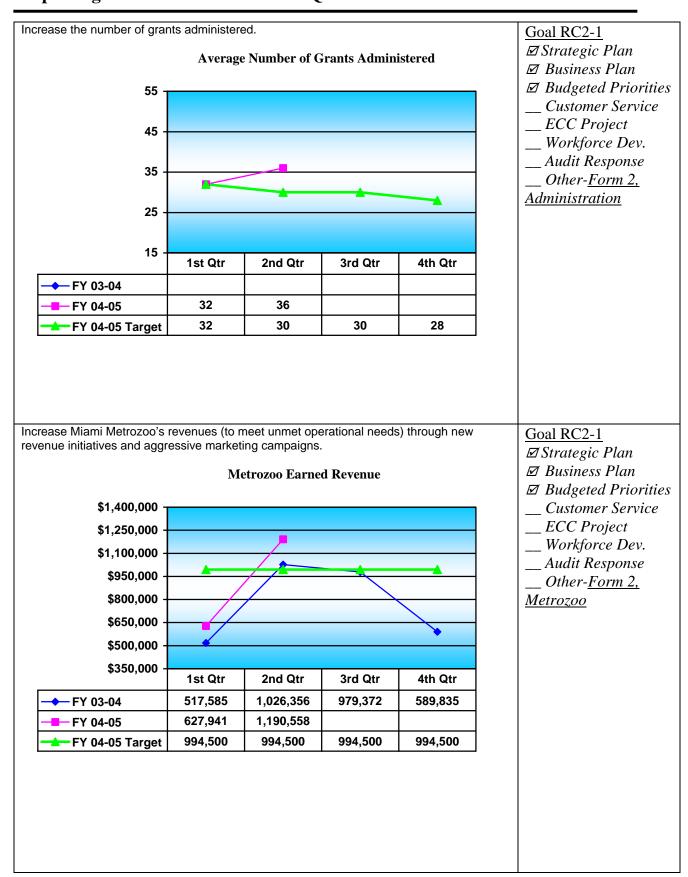


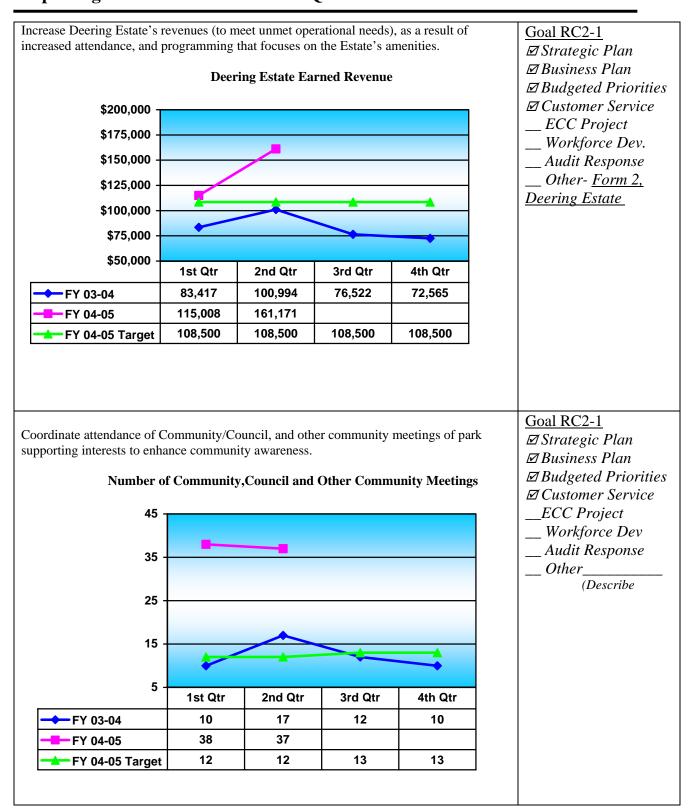






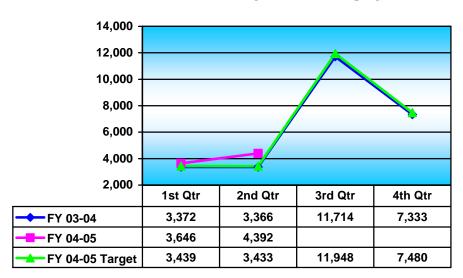






Increase attendance in all recreational programs. Provide quality summer, after school, sports development, winter/spring camps, one-day camps, and learn to swim programming. Increase the level of participation for Senior Programs and in Walking Clubs. Expand participation in Eco-Adventures initiatives and programs.





Goal RC3-1

☐ Strategic Plan

☐ Business Plan

☐ Budgeted Priorities

☐ Customer Service

_ ECC Project

_ Workforce Dev

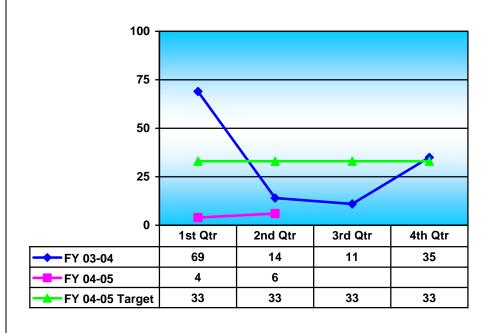
_ Audit Response

_ Other - Form 2,

Park Programming

Increase the level of participation in Senior Programs.

Number of registrations for Senior Program



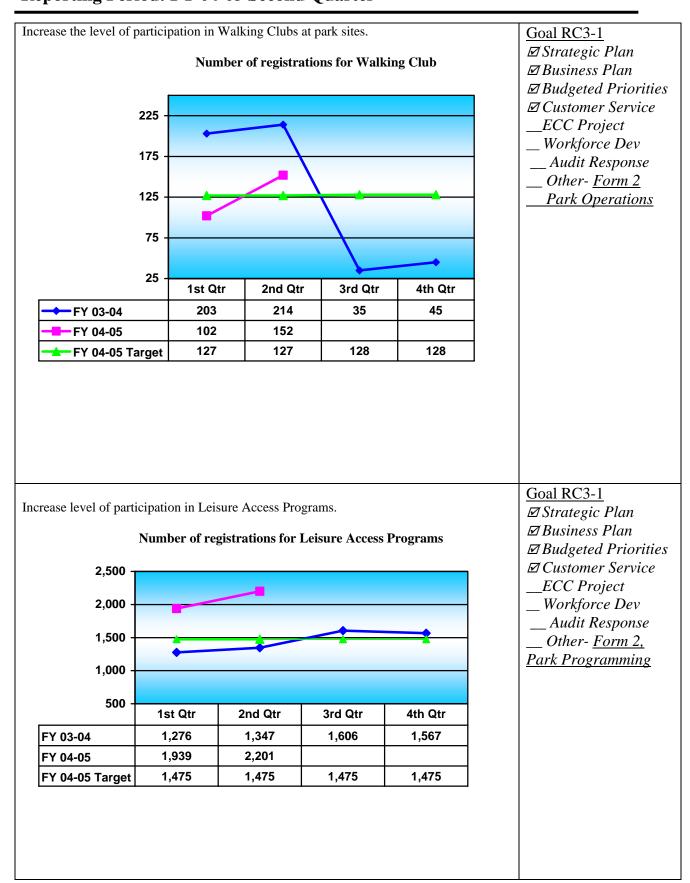
Goal RC3-1

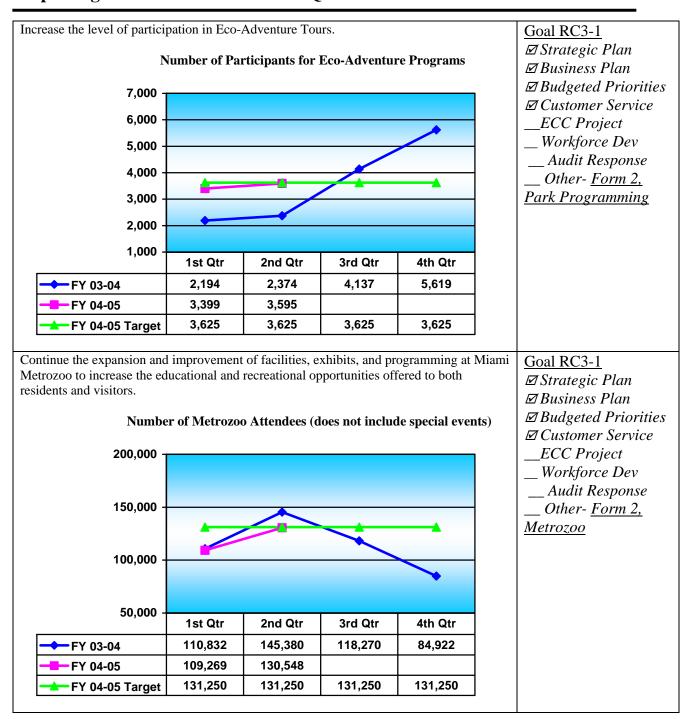
✓ Strategic Plan
✓ Business Plan
✓ Budgeted Priorities
✓ Customer Service
__ECC Project

__ Audit Response __ Other- <u>Form 2,</u> Park Programming

__ Workforce Dev

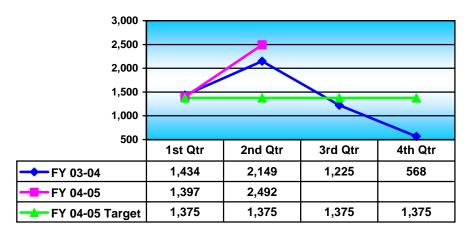
^{*}Registrations include after school, sports development, summer camp, seasonal camps, and one-day camps.





Continue expansion and improvement of facilities, exhibits, and programming at the Deering Estate to increase educational and recreational opportunities offered to both residents and visitors.

Number of Deering Estate Attendees (does not include special events)

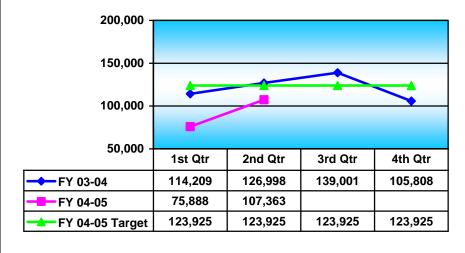


Goal RC3-1

✓ Strategic Plan
✓ Business Plan
✓ Budgeted Priorities
✓ Customer Service
__ECC Project
__Workforce Dev
__Audit Response
__Other-Form 2,
Deering Estate

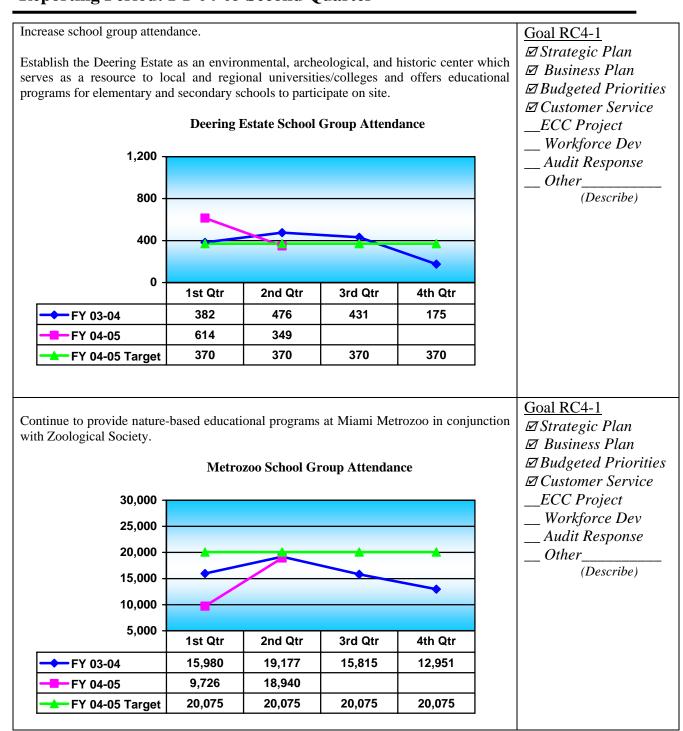
Expand and enhance websites to provide one stop access to cultural and recreational activities. Continue providing updated information and links on the Parks Web Site.

Monthly Total Number of Web Visitors



Goal RC3-1

- ☑ Strategic Plan
- **☑** Budgeted Priorities
- **☐** Customer Service
- __ECC Project
- __ Workforce Dev
- __ Audit Response
- __ Other-<u>Form 2,</u>
- Administration



PERSONNEL SUMMARY

A. Filled/Vacancy Report

	Filled as of	G .	Actual Number of Filled and Vacant positions at the end of each quarter							
NUMBER	September 30 of Prior		Quarter 1		Quarter 2		Quarter 3		Quarter 4	
OF	Year	Budget	Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
FULL-TIME										
POSITIONS*	1,130	1,206	1,107	109	1,115	101				

^{*} Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

The high number of vacancies is mostly due to the level of attrition (7.6%), which obligates the Department to keep approximately 68 full-time positions vacant at all times.

C. Turnover Issues

The Parks Security unit experiences turnover whenever the Miami-Dade Police Department recruits for officers.

D. Skill/Hiring Issues

Certain positions are difficult to fill such as Zookeepers, Leisure Access Recreation Therapist 2 and Range Master and some specialist positions such as Recreational Specialist, Aquatics, and Naturalist. Positions for Park Security require extensive background check.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

The Department is monitoring closely the use of temporary personnel.

F. Other Issues

Actual number of filled and vacant positions includes 1,206 budgeted positions (1,206), and 10 approved overage positions, for a total of 1,216.

Employee Relations Department will be conducting national background checks on all new hires, volunteers, contractual temporary help employees, umpires, scorekeepers, and all employees assigned to the Children's Trust Program.

Two positions will be transferred to the 311 Answer Center from Amelia Earhart Sports Complex (Concession Attendant) and Construction and Maintenance (Auto Equipment Operator). These positions will be reduced from the Department's Table of Organization, however, the cost of the positions will continue to be charged to the Department.

FINANCIAL SUMMARY

(All Dollars in Thousands)

(All Dolla	rs in Thousands	CURRENT FISCAL YEAR						
			Quarter		Year-to-date			
	PRIOR YEAR Actual	Total Annual Budget (a)	Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues*								
Fund 040	82.421 (a)	85.425	21.356	8.482	42.713	13.724	(28.989)	-67.87%
Fund 125	9.849 (b)	10.696	2.674	1.191	5.348	1.819	(3.529)	-65.99%
Fund 900	2.409	3.875	0.969	1.493	1.938	2.615	.677	34.93%
Total	99.996	99.996	24.999	11.166	49.999	18.158	(31.841)	-63.68%
Expense**								
Fund 040	82.793	85.425	21.356	24.611	42.713	44.081	1.368	3.20%
Fund 125	9.848	10.696	2.674	2.915	5.348	5.334	(0.014)	-0.26%
Fund 900	2.476	3.875	0.969	0.879	1.938	1.417	(.521)	-26.88%
Total	95.117	99.996	24.999	28.405	49.999	50.832	0.833	1.67%

^{*} Actual revenues do not include carryover amounts from FY 2002-03.

Equity in pooled cash (for proprietary funds only) (All Dollars in Thousands)

Fund/		Projected at Year-end as of				
Subfund	Prior Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
040/001	5.933	(10.179)	(25.080)			
040/002	.742	.488	.311			
040/003	1.085	1.851	1.687			
040/005	0	(60.840)	(12.750)			
125/126	(1.020)	(2.934)	(3.258)			
900/906	1.711	2.174	2.796			
Total	8.451	(8.600)	(23.544)			

Comments:

(Explain variances, discuss significant in-kind services, and provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

- (a) Includes \$696,000 year-end Budget Supplemental approved by BCC on February 2005 Includes a \$1.718 million mid-year Budget Amendment approved by BCC in June 2004
- (b) Includes \$1,191,000 year-end Budget Amendment approved by BCC on February 2005

^{**} Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures, but will not be able to meet the budgeted revenues.

Notes and Issues:

- The Department projects that the costs for the Tennis Tournament will exceed budget by \$452,200. The increase is due to additional costs related to the replacement of the air condition water tower cooler and the use of the Marine and Sewer road for general parking. Use of this road has resulted in increased costs for preparation of the road, police and security services, and transportation of patrons to the stadium.
- The Golf Division is projecting a revenue shortfall of \$523,000. The shortfall is mainly attributed to a negative variance of \$1 million at the County Club of Miami. The total number of rounds for FY 04-05 is budgeted at 275,000 and is projected to be at 256,000 by year end.
- The FY 04-05 end of year projection for Metrozoo reflects a shortfall of approximately \$642,000. Uncontrollable costs for cola, supplemental pay, and termination are projected to be approximately \$70,000. An incremental expense associated with the reclassification action (selective wage adjustment) approved for Zookeepers and Senior Zookeepers effective 3-7-05 is estimated to result in an unbudgeted expense of approximately \$50,000 this year. A revenue shortfall of \$522,100 is attributed to lower than budgeted attendance.
- The Department continues to benefit from the success of the marinas under the Memorandum of Understanding (MOU). The amount paid as minimum guarantee has exceeded the projected amount for each of the last three fiscal years.
- Two full-time positions are being transferred this fiscal year to the 311 Answer Center. However, providing these positions will not reduce the department's need to have a position dedicated to respond to direct calls from the public. In addition, emphasis on the use of the web as the main vehicle for dissemination of information requires constant updating of the information available on the web.
- On March 7th, the Department completed the migration of data from the HP platform to the new EAMS/Datastream system.
- The Department continues to be active in pursuing funds from the Children's Trust to provide quality programs to elementary and middle school children and children with developmental and physical disabilities up to 18 years old. To-date, we have been awarded over \$1.4 million to provide after school and summer programs.
- The Department has pending issues with the City of Miami Gardens and the Village of Palmetto Bay. We are waiting for reimbursement form the City for cost of repairs associated with a fire at Buccaneer Park; the City uses the facility under a permit to conduct business.

DEPARTMENT DIRECTOR REVIEW

The Department Direct	or has reviewed this	report in its e	ntirety and agre	es with all	information
presented including the	statement of project	ion and outlo	ok.		

	Date	
Signature – Department Director		